T··Mobile·

Welcome

Start Guide

SAMSUNG Galaxy Note8

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My Carrier

This guide provides you with the information you need to get started. For more information and additional support, please visit **t-mobile.com/support/** where you can:

- Register at **my.t-mobile.com/** to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Review your device's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

Access account information:

1. From the Home screen, swipe up for **Apps** and then tap **T-Mobile** folder → **T-Mobile**.

2. Choose from an available category.

Note: Devices and software are constantly evolving—the screen images and icons you see here are for reference only.

Service

If you are a new T-Mobile® customer and your service is not yet activated, call Customer Care at 1-800-937-8997 and a T-Mobile Activations representative will assist you.

You will need the following information when activating service:

- Your Service Agreement and the agent code on your Agreement
- Your name, home address, home phone number, and billing address

Note: For business and government accounts, please provide the name of the organization, the address, and the tax ID.

- Your Social Security number, current driver's license number, and date of birth for credit check purposes
- Your choice of T-Mobile rate plan and services (see **t-mobile.com** for the latest plan information)
- SIM serial number and IMEI number (located on the box barcode label)

Note: Service or use is your agreement to T-Mobile's Terms and Conditions. **T-Mobile requires Arbitration of Disputes unless, for new customers, you opt-out within 30-days, or for existing customers, you previously opted-out.** Failure to activate service within 30-days from purchase will also be considered acceptance. For details, see T-Mobile's Terms and Conditions at **T-Mobile.com/terms-conditions**.

Samsung Care

How can we help you?

Get to know your product

- To access user manuals, tips and more visit **samsung.com/us/support**.

Ask the community

- To ask questions and get solutions from other Samsung customers visit **us.community.samsung.com**.

Contact us for support

- For hardware or software support call us at 800.SAMSUNG or visit **samsung.com/us/support/contact**.
- To find a service location near you visit **support-us.samsung.com/cyber/locator/asc_locator.jsp**.

Know Your Device

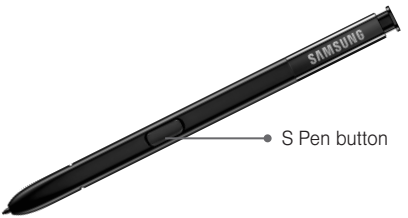
Front View

Back View

Fingerprint Scanner
Flash
Dual Camera
SAMSUNG
Galaxy Note8
USB/Charger Port

S Pen

The S Pen™ enables fast, accurate, and precise input while providing a natural writing experience.



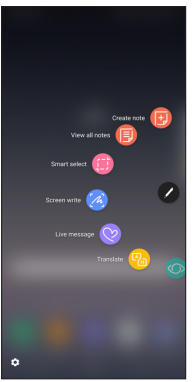
Remove the S Pen from any screen to launch Air command, for quick access to handy tools.

To remove the S Pen:

- Push the S Pen inward, and then pull it out to remove it from the device.

Use the S Pen

Express yourself! Write and draw directly into emails or the calendar, as well as Word®, Excel®, PowerPoint®, and PDF documents. Capture your ideas in S Note and even write a note on the back of a picture.



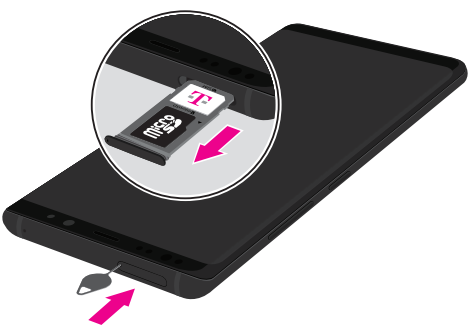
- **Create note**: Quickly create short notes.
- **View all notes**: View all notes created.
- **Smart select**: Outline, crop, edit and share a screen with others.
- **Screen write**: Capture a screen, and write or draw on it.
- **Live message**: Create live messages, and GIFs.
- **Translate**: Translate and hear pronunciations.
- **Bixby Vision**: Shop and discover images, products, and places.
- **Add shortcuts**: Select an app to add to the Air command menu.

Device Setup

Insert a SIM and microSD card

If you need to replace your SIM card or insert a microSD™ card, follow these steps.

1. Hold the device securely.
2. Use the SIM removal tool that came with your device to open the SIM/microSD card tray.
   - *With the carrier logo facing up, place the SIM card into the tray.
   - **With the gold contacts facing down, place the optional microSD card into the tray.
3. Gently push the tray into the slot.



*Use the new SIM card or your existing SIM card to activate the device. **microSD card sold separately.

Charge the Device

Before turning on your phone, charge it fully.

Your device comes with an Adaptive Fast Charging charger and a USB cable. Plug the smaller end of the cable into the USB/charger port on your device and the larger end into the charger. Then plug the charger into an electrical outlet to charge the device.

Note: Use only charging devices that are approved by Samsung. Samsung accessories are designed for your device to maximize battery life. Using other accessories may void your warranty and may cause damage.

Turn the Device On and Off

- To turn on, press and hold the **Power/Lock** key.
- To turn off, press and hold the **Power/Lock** key and follow the prompts.

Lock and Unlock the Screen

Use your device's screen lock features to secure your device.

- To lock, press the **Power/Lock** key.
- To unlock, press the **Power/Lock** key, and then swipe your finger across the screen.

Configure Your Device

When you first turn on your device, you need to set up a few things.

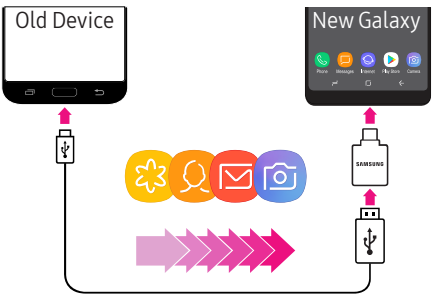
1. Select a language and tap **START** or **ACCESSIBILITY**.
2. Follow the prompts to complete the setup process.

Samsung Smart Switch

Easily transfer your photos, videos, music, apps and more with Samsung Smart Switch™.

Use the USB connector that came with your new device to transfer content.

Select Smart Switch during setup, or open it later from the Home screen by swiping up for **Apps** and tapping **Settings** → **Cloud and accounts** → **Smart Switch**.



Note: For more information and a list of compatible devices, visit **samsung.com/smartswitch**.

Home Screen

The Home screen is the starting point for using your device.

- Swipe up or down to open the Apps panel.
- Swipe the Home screen left for additional panels.
- Swipe the Edge handle to access Edge panels.
- Swipe right to open Bixby.

Customize Your Device

- Touch and hold a blank space on a Home screen to access options.

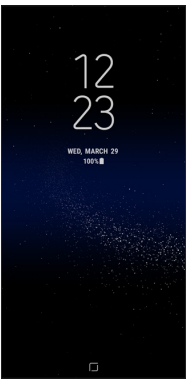
- **Wallpapers and themes**: Change the look of the Home and Lock screens with a variety of wallpapers, icons, and themes. You can also customize icons and the Always on Display screen.
- **Widgets**: Drag a widget to an empty space on the Home screen for quick access to applications.
- **Home screen settings**: Customize the look of the Home screen.

Always On

With Always On, time, date, and notifications are always displayed in standby mode, without unlocking your device.

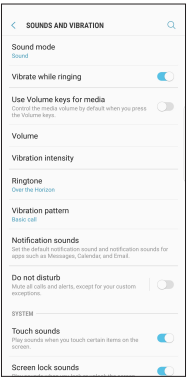
Enable Always On

- From the Home screen, swipe up for **Apps** and tap **Settings** → **Lock screen and security** → **Always On Display**.



Volume and Ringtones

- From the Home screen, swipe up for **Apps** and tap **Settings** → **Sounds and vibration**.
  - Tap **Volume** to increase or decrease device volume settings.
  - Tap **Ringtone** to select a ringtone.


SOUNDS AND VIBRATION
Sound mode
Sound
Vibrate while ringing
Use Volume keys for media
Control the media volume by default when you press the Volume keys.
Volume
Vibration intensity
Ringtone
Over the Horizon
Vibration pattern
Basic call
Notification sounds
Set the default notification sound and notification sounds for apps such as Messages, Calendar, and Email.
Do not disturb
Mute all calls and alerts, except for your custom exceptions.
SYSTEM
Touch sounds
Play sounds when you touch certain items on the screen.
Screen lock sounds

Hello Bixby

To launch **Hello Bixby**, press the **Bixby** key.

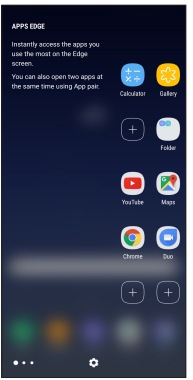
Hello Bixby allows you to quickly set reminders, create voice dictation, search and access content on your phone and on the Internet.

Note: For more information about Bixby, visit **samsung.com/us/support/owners/app/Bixby**.

Edge Screen

The Edge screen provides a shortcut to call, text or email favorite contacts and much more.

1. From the Home screen, swipe the Edge handle to display the Edge panels.
2. Swipe left or right to view Edge panels.
3. Tap ⚙ to customize, download, and add new Edge panels.



Apps

Find new apps to download and install on your device.

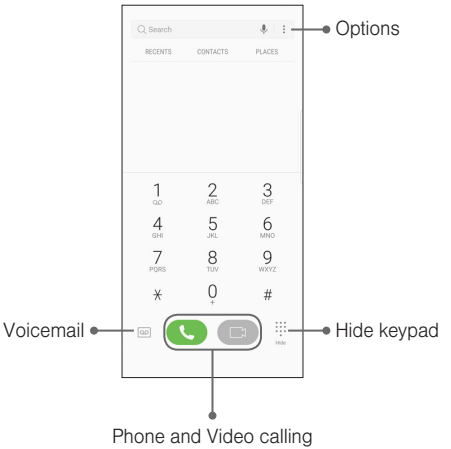
Play Store: Download new apps from the Google Play store.
Visit **play.google.com/store/apps** to learn more.

Galaxy Apps: Download Samsung apps that are optimized for use with Galaxy devices.
Visit **samsung.com/global/galaxy/apps/galaxy-apps**.

Calls

Make a Call

- From the Home screen, tap **Phone.**



Answer a Call

- From the incoming call screen, touch and slide **Answer** in any direction.

End a Call

- From the call screen, tap **End call.**

Reject a Call

- From the incoming call screen, touch and slide **Reject** in any direction to route the call to your voicemail system.

Wi-Fi Calling

Wi-Fi® Calling improves your coverage and allows you to make phone calls and send messages over a Wi-Fi network (when a Wi-Fi network is available).

Important: You must have a 911 emergency address registered with your account. Log in to your account at **t-mobile.com**. Go to your profile and follow the menu options to register your address. Corporate accounts may require administrator assistance for 911 address registration.

Enable Wi-Fi Calling

1. From the Home screen, swipe up for **Apps** and tap **Settings** → **Connections** → **More connection settings** → **Wi-Fi Calling**.

2. Tap **Enable/Disable** to turn off the feature. Tap it again to activate and register your device with the network. When connected, displays in the status bar.

Disable Wi-Fi Calling

1. From the Home screen, swipe up for **Apps** and tap **Settings** → **Connections** → **More connection settings** → **Wi-Fi Calling**.

2. Tap **Enable/Disable** to turn off the feature.

Change Connection Preferences

1. From the Home screen, swipe up for **Apps** and tap **Settings** → **Connections** → **More connection settings** → **Wi-Fi Calling**.

2. Select your **Wi-Fi Calling** preference.

Voicemail

Set Up Voicemail

1. From the Home screen, tap **Phone**.
2. Touch and hold 1.

Access Voicemail

1. From the Home screen, tap **Phone**.
2. Touch and hold 1.

Visual Voicemail

View a list of people who left a voicemail message, and listen to messages in any order directly from the device, without calling Voicemail.

Initial Setup

1. From the Home screen, swipe up for **Apps** and tap the **T-Mobile** folder → **Visual Voicemail**.
2. Read the information and tap **Next**. If prompted, follow the setup instructions.
3. Tap a voicemail message to play it back.

Delete Visual Voicemail Messages

1. From the Visual Voicemail application screen, tap the voicemail message to delete.

2. Tap **Delete** → **OK**.

T-Mobile Name ID

T-Mobile Name ID identifies callers, displaying Name, City and State even if the caller is not in your contacts list. It is an optional add-on feature that can be purchased directly from your device for an additional monthly charge. A one time 30-day trial is included with the device.

1. From a Home screen, tap **T-Mobile Name ID**.

2. Choose an option.

Contacts

Create a Contact

1. From the Home screen, swipe up for **Apps** and tap **Contacts**.
2. Tap + to add a new contacts.
3. Enter the desired information and tap **SAVE** to store the new entry.

Edit a Contact

1. From the Home screen, swipe up for **Apps** and tap **Contacts**.
2. Tap a contact name from the list and tap **Details** → **EDIT**.
3. Edit the desired information and tap **SAVE**.

Delete a Contact

1. From the Home screen, swipe up for **Apps** and tap **Contacts**.
2. Touch and hold a contact name from the list and tap **DELETE**.

Messages

Create and Send a Message

1. From the Home screen, tap **Messages**.
2. Tap to add a recipient.
3. Enter the recipient's phone number or email address.
4. Tap COMPOSE to compose a message.
5. Tap the **Enter message** field and use the keypad to enter a message.
   - Tap **Attach** and select a file type.
   - Tap **Emoticons** to choose an emoticon.
6. Review the message and tap SEND.

Gmail

Use Gmail™ to send and receive email.

Before you can access Gmail, you must first sign in to or create a new Google account.

- From the Home screen, swipe up for **Apps** and tap **Google** folder → **Gmail**.
  - Tap **Add an email address** to create a new Gmail account or to log in to an existing Gmail account.
  - Tap **TAKE ME TO GMAIL** if you have an account set up on your device.

Set Up Email Accounts

Configure Email for most accounts in just a few steps.

1. From the Home screen, swipe up for **Apps** and tap **Email**.
2. Enter your email address and password into the appropriate fields and tap **SIGN IN**.
3. Follow the prompts to complete the setup.
4. Tap **DONE** to store the new account.

Camera

Take pictures and record videos with the Camera app.

Capture a Photo

- From the Home screen, tap **Camera**.
  - Tap to take a photo.
  - Drag left or right to zoom in or out.
  - Tap or swipe up to take selfies.
  - Swipe right to select a mode.
  - Swipe left to select an effect.

Note: When using the camera in landscape mode, drag up or down to zoom in or out.

Record a Video

- From the Home screen, tap **Camera**.
  - Tap to begin recording.
  - Tap to capture a picture while recording.
  - Tap to pause a recording.
  - Tap to finish recording a video.

Internet

Access the Internet with a fully-featured web browser. You can view the latest news, check the weather, and follow your stocks.

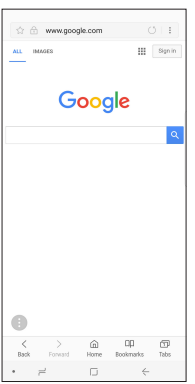
- From the Home screen, swipe up for **Apps** and tap the **Samsung** folder → **Internet**.

Enter a URL

- From any webpage, tap the address field, enter the web address, and then tap **Go** on the keyboard.

Open a New Tab

1. From the browser, tap **Quick menu** → **New tab**. A new window displays.
2. Tap **Tabs** to view the number of windows open or to navigate between windows.*



Note: The number of tabs open displays in the square. You can also tap **Tabs** → **NEW TAB** to open a new window.*

Connections

Bluetooth

1. From the Home screen, swipe up for **Apps** and tap **Settings** → **Connections** → **Bluetooth**.

2. Tap **On/Off** to turn on Bluetooth®.

3. Tap a device from the list to initiate pairing.

4. Enter the passkey/PIN code, if required, and tap **OK**. When connected, displays in the status bar.

Wi-Fi

1. From the Home screen, swipe up for **Apps** and tap **Settings** → **Connections** → **Wi-Fi.**

2. Tap **On/Off** to turn on Wi-Fi®.

3. Tap a network and enter the password if prompted. When connected, displays in the status bar.

Smartphone Mobile HotSpot

Turn your device into a Wi-Fi hotspot. The feature works best when used in conjunction with 4G/LTE™ data services.

Note: You must have qualifying service in order to use Mobile HotSpot.

Smartphone Mobile HotSpot activation

1. From the Home screen, swipe up for **Apps** and tap **Settings** → **Connections** → **Mobile HotSpot and Tethering** → **Mobile HotSpot**.
2. Tap **On/Off** to turn on Mobile HotSpot.
3. Edit the **Network name** field, and then create a new Network SSID name.
4. Enable the **Broadcast network name (SSID)** field if you would like to broadcast your SSID name to nearby devices.
5. Verify the **Security** field is set to **WPA2 PSK.**
6. Enter a new password, and then write it down.
7. Tap **SAVE** to store the new settings. When connected, displays in the status bar.

Change the Mobile HotSpot password

1. From the Mobile HotSpot and Tethering screen, tap **Mobile HotSpot** → **Password**.
2. Delete the previous password and then enter a new one into the **Password** field.
3. Tap **SAVE** to store the new settings.

Note: During initial setup, the connection is not secure. It is recommended that you maintain a secure connection by using a password for communication.

USB Tethering

Share your Smartphone mobile data connection through a direct USB connection between your device and a single computer.

- If additional software or USB drivers are required, go to: **samsung.com/us/support/downloads**.

Connect using USB Tethering

1. From the Home screen, swipe up for **Apps** and tap **Settings** → **Connections** → **Mobile HotSpot and Tethering.**

2. Connect the computer to the device using the USB cable, and then tap **USB tethering.** A Tethering or HotSpot active notification is briefly displayed.

3. If prompted, read the notification regarding data use and tap **OK**. When connected, is displayed in the status bar.

Disconnect USB Tethering

1. From the Home screen, swipe up for **Apps** and tap **Settings** → **Connections** → **Mobile HotSpot and Tethering**.
2. Tap **On/Off** to turn off USB tethering.
3. Remove the USB cable from the device.

Note: Using your 4G LTE service and Smartphone Mobile HotSpot drains your device's battery. To keep using the device as a HotSpot, connect it to a power supply.

Security

Screen Lock

The Screen lock menu allows you to choose from a variety of locking features.

1. From the Home screen, swipe up for **Apps** and tap **Settings** → **Lock screen and security** → **Screen lock type**.

2. Tap a screen lock type and follow the prompts to begin registration:
   - Swipe
   - Pattern
   - PIN
   - Password
   - Face
   - Fingerprints
   - Iris*

Note: *The Iris Scanner is not intended to be used as a medical device and the biometric data collected and stored locally by the mechanism is not intended to be used for any diagnostic, therapeutic, or preventative purposes. Please follow all instructions for use of this feature. For more information, refer to the online support content or visit: **samsung.com/us/irisscanner.**

Legal

APPROVED FIRMWARE VERSIONS

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

INFORMATION ABOUT SAFEGUARDING HANDSETS

T-Mobile encourages customers to take appropriate measures to secure their handsets and invites them to take advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts. For additional information, visit: **www.t-mobile.com/devicesecurity and http://www.t-mobile.com/Company/PrivacyResources.aspx.**

EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.*

* Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused. The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency).

Please see T-Mobile's Terms and Conditions and Privacy Policy for additional service restrictions and details.

ADDITIONAL INFORMATION

Use of some content or features may require qualifying service, or access to a Wi-Fi connection.

Smartphone Mobile HotSpot: Qualifying service required. Plan data allotment applies. Roaming and on-network data allotments differ; see your selected service for details. Use of connected devices subject to T-Mobile Terms and Conditions.

Hearing Aid Compatibility: This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Wi-Fi: Device will not transition between Wi-Fi and the cellular network. Devices using wireless connections may be vulnerable to unauthorized attempts to access data and software stored on the device. Plan data allotment applies to use by connected devices sharing Wi-Fi. Use of connected devices subject to T-Mobile's Terms and Conditions.

Wi-Fi Calling: Wi-Fi connection required; may decrement plan minutes. Most devices will not transition between Wi-Fi and the cellular network. See your selected service for details.

Devices, accessories, and screen images are simulated. **Coverage** not available in some areas. See **Terms and Conditions (including arbitration provision)** at T-Mobile.com, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling**.

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T · · Mobile · ®

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